

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Application Serial No. .... 10/826,160  
Filing Date ..... April 15, 2004  
First Name Inventor..... Hua-Jun Zeng  
Applicant.....Microsoft Corporation  
Group Art Unit.....2169  
Examiner ..... Saunders, Aaron J  
Attorney's Docket No. .... MS1- 1892US  
Title: Mining Service Requests for Product Support

**RESPONSE TO OFFICE ACTION DATED OCTOBER 19, 2006**

To: Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

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**INTRODUCTORY COMMENTS**

This communication is responsive to the non-final Office Action dated October 19, 2006. An "**Amendments to the Specification**" section begins on page 3 of this paper. An "**Amendments to the Claims**" section begins on page 7 of this paper. A "**Remarks**" section begins on page 24 of this paper.